Enterprise Solutions

Optivity Telephony Manager Release 1.2

Order Management and Logistics Information Package

Issue 1.2, Feb 6, 2002

" PROPRIETARY INFORMATION
The information contained in this document is property of Nortel Networks. Except as specifically authorized in writing by Nortel Networks, the holder of this document shall keep all information herein confidential and shall protect same in whole or in part from disclosure and dissemination to all third parties."

NORTEL NETWORKS
How the world shares ideas.

Enterprise Solutions

Enterprise Go-To-Market Model

Order Management and Logistics Information Package

Document Status: Released

Issue: 1.2

Creation Date: Oct 24, 2001

Last Updated: Feb. 6, 2002

Author: Karen Latorre

Document history

Oct 24, 2001	Draft version 0.1 created
Nov 7, 2001	1.0 Issue for publication (incorporating team feedback)
Nov 14, 2001	Correction to table 11 title (removal of “end user only”) Removal of details in section 6.1. (Supported configurations being reviewed, and section 6.1 will be updated once information is available.)
Feb 6, 2002	**Final version for publication**

Table of Contents

1 Introduction....6

1.1 Product Overview.... 6

2 Functionality Matrix....7

2.1 SUPPORTED SYSTEMS.... 10

3 New Functionality in OTM 1.2....12

3.1 OTM General, Enhanced, Premium Package levels:.... 12
3.2 X11 25.40 Concurrence.... 12
3.3 Succession CSE 1000 Release 1.1 Concurrence.... 12
3.4 i2050 and ITGL2.2 Support.... 12
3.5 802.11 Wireless IP Gateway Support.... 13
3.6 GCAS.... 13
3.7 CRS.... 13
3.8 TBS Web Reports.... 13
3.9 LDAP Synchronization Support with Microsoft Active Directories and Novell NDS LDAP Servers.... 14
3.10 Web User Auto Log out.... 14
3.11 MDR2000e Buffer Box Support.... 14
3.12 Survivable IP Expansion Web View Enhancement.... 14
3.13 Telecom Billing System Enhancements.... 15

4 Documentation....16

5 Platform Requirements....17

5.1 Support for Microsoft Windows 95 Operating System.... 17
5.2 Operating System Support.... 17
5.3 OTM Server Requirements.... 18
5.4 OTM Client for Windows Requirements.... 19
5.5 OTM Web Browser Client Requirements.... 20
5.6 Novell Netware Support.... 20
5.7 Primary Domain Controller.... 20
5.8 Unsupported Dongle (Security Device) Configurations.... 20
5.9 PC Machines used during Nortel design and Verification.... 21
5.10 Windows Client Performance.... 21
5.11 CO-RESIDENCE RECOMMENDATION AND ORDER OF INSTALLATION.... 21

6 Operating System Limitations....23

6.1 Regional Operating Systems.... 25

7 Localization of Software....27

8 Migration Pathways....28

8.1 Software Conversion 28

9 Compatibility 29

9.1 Meridian 1 Requirements 29
9.2 X11 Package Pre-Requisites for OTM Functionality 30
9.3 Engineering Rules/Guidelines 30

10 Ordering Information 31

10.1 Product Functionality Packaging 31
10.2 OTM Keycodes and Dongles (Security Devices) 35
10.3 New OTM Systems 36
10.4 OTM 1.0 to OTM 1.01 Upgrades for French and German OTM 40
10.5 OTM 1.0, OTM 1.01, and OTM 1.1 Upgrades to OTM 1.2 41
10.6 MAT to OTM Upgrades 42
10.7 OTM Core Functionality Upgrades 45
10.8 Distributor Licence Expansions 47
10.9 Miscellaneous items 48
10.10 Service and Support 49
10.10.1 Pre-Engineering 50
10.10.2 Implementation 50
10.10.3 Help Desk 52

11 Rate Table Service 54

12 Inventory Management 56

12.1 Managing Transitions to OTM 1.1 56
12.2 Inventory requirements 56

13 Meridian 1 Electronic Software Distribution (M1 ESD) 57

14 Last page of this document 58

1 Introduction

The Order Management and Logistic Information Package is intended to provide Nortel Networks Distributors with the information needed to properly place and fulfill orders for Optivity Telephony Manager, Release 1.2 software. In addition to describing the packaging and ordering information for the new software, this document details compatibility requirements for the new software when used in conjunction with other Enterprise Solutions products and applications.

This document is provided as part of Nortel Network's Time to Market product development and market introduction process to promote Distributor readiness. The Time to Market process provides a series of Distributor Readiness Documents targeting specific Distributor functions, which replace the Distributor Readiness Package. Contact your Nortel Networks Channel Marketing prime or access the Partner Information Center web site reached through http://my.nortelnetworks.com for additional information concerning Distributor Readiness Documents Product Description

1.1 Product Overview

Optivity Telephony Manager Release 1.2 (OTM 1.2) is a global release that builds on functionality provided in OTM 1.1 and supports both the Meridian 1 PBX and the new Succession Communication Server for Enterprise 1000. This document does not describe the detailed workings of the product functionality, however it does give a high level overview, and it explains how the functionality is structured in the product for ease of ordering.

OTM 1.2 is available in English only. OTM 1.01 continues to be available in EMEA for French and German customers, and North America (Quebec only), for French customers only.

Ordering information for OTM Release 1.2 is included in the Feb 11, 2002 price books in North America and all countries except New Zealand in Asia Pacific, and Functionality Based Pricing Tools (Netprice) 2.4 Feb 15 update for EMEA, CALA and New Zealand.

The OTM software requires the presence of a security device (dongle) on the server PC before the application is launched. A keycode generated specifically for use with that dongle and release of software enables a certain level of functionality dependent on the package level, expansion settings, and add on features purchased by the customer. Two license types are available with differing functionality support: end user licenses and distributor licenses.

2 Functionality Matrix

2.1 Functionality Matrix by System Management Release

Table 1 – System Management Functionality Matrix

FUNCTIONALITY	MAT 6.67	OTM 1.0	OTM 1.01	OTM 1.1	OTM 1.2
COMMON SERVICES					
Windows Navigator	X	X	X	X	X
Web Navigator		X	X	X	X (improved for SIPE/CSE)
Scheduler	X	X (improved)	X	X	X
Web Scheduler				X	X
Backup & Restore (OTM data)	X	X (improved)	X	X	X
Import/Export	X	X (improved)	X	X	X
Compact and Repair		X	X	X	X
Watchdog, System Monitor, and related Utilities		X	X	X	X
Customizable Web Help		X	X	X	X
PDT Password Change				X	X
FAULT MANAGEMENT					
PC Event Log and Viewer	X	X (improved)	X	X	X
Basic Alarm Capturing & Logging (any element of whole system)	X	X (improved)	X	X	X
Ability to view M1 alarms – as in MAT	X	X	X	X	X
Ability to view consolidated alarms – Web Browser		X	X	X (improved)	X
Alarm Banner (core alarms – as in MAT)	X	X	X	X	X

MAT)					
Alarm Notification; handling, filtering, forwarding – including paging	X	X (improved)	X	X	X
Alarm Notification Wizard		X	X	X	X
CONFIGURATION MANAGEMENT					
System Window	X	X	X	X	X
Station Administration	X	X	X	X	X (enhanced with i2050)
Directory Editor (organization, employee …)		X	X	X	X
LDAP Query Utility		X	X	X	X
LDAP Synchronization		X	X	X	X (enhanced with features and 2 new servers)
Corporate Directory (M3900)	X	X	X	X	X
Web Desktop Services – End User Help		X	X	X	X (+ i2050)
Web Desktop Services – Set Changes				X	X (+i2050)
Maintenance Windows	X	X	X	X	X
Maintenance Pages (Web)		X	X	X (improved)	X
ESN ART	X	X	X	X	X
ITG Configuration	X	X	X	X (includes ITGT-SA)	X (includes ITGL2.2 & 802.11 Wireless IP Gateway for M1)
DBA Backup & Restore (X11 database)	X	X	X	X	X
List Manager	X	X	X	X	X

Inventory	X	X	X	X	X
ACCOUNTING MANAGEMENT					
DBA for CDR Collection	X	X	X	X	X
Call Accounting/Telecom Billing System (TBS)	X	X (improved)	X	X (improved)	X
Telecom Billing System Web Reports					X
General Cost Allocation System (GCAS)					X
Consolidated Reports System (CRS)					X
PERFORMANCE MANAGEMENT					
DBA for Traffic Collection	X	X	X	X	X
Traffic Analysis	X	X	X	X	X
SECURITY MANAGEMENT					
OTM User Administration (For Administrator Windows access)	X	X	X	X	X
OTM User Administration (For Administrator Web access using local domain security)		X	X	X	X
OTM User Administration (For Desktop User Web access using WinNT security (NT Domain Security))		X	X	X	X
OTM User Administration (For Desktop User Web access using LDAP Security)		X	X	X	X
Call Tracking	X	X	X	X	X
SYSTEM ACCESS					
Access Server (Command Line Interface)		X	X	X	X
Windows System Terminal	X	X	X	X	X
Web System Terminal		X	X	X	X
APPLICATION INTEGRATION					
Launching of executable files and web pages		X	X	X	X

Optivity Network Management System (NMS)		X	X	X	X
HP Openview				X (separate files)	X
DECT Management				X	X
TRANSLATIONS					
English	X	X	X	X	X
French	X		X		
German	X		X		
CONCURRENCE					
X11 Releases Supported	19 – 25.15 + Option 11, Rls 18 (partial 25.30 support)	19 – 25.15 + Option 11, Rls 18	19 – 25.15 (partial 25.30 support)	19 – 25.30	19 – 25.40
CSE Releases Supported				1.0	1.0 - 1.1

2.2 SUPPORTED SYSTEMS

OTM 1.2 supports the following systems:

- Succession Communication Server for Enterprise 1000, Release 1.0 and Release 1.1
- Options 11C, 51C, 61C, 81 and 81C systems running X11 Releases 19-25.40
- Option 11C Compact systems running X27 Releases 1-2
- Option 11C Mini systems running X11 Releases 24.24-25.40
- Meridian ITG Trunk 1.0 (IP Telephony M1 IP Trunks)
- Meridian ITG Line 1.0 (IP M1 Telecommuter)
- Meridian ITG Trunk 2.x (IP ISDN IP Trunks)
- Meridian ITG Line 2.x (IP Phones)
- MDECT (DMC8 card, and DMC4 with updated loadware)

MAT does not support X11 Release 25.40 or later. Support for X11 through the MAT application ends with partial support of X11 Release 25.30. MAT does not support any release of the Succession CSE 1000 platform.

3 New Functionality in OTM 1.2

3.1 OTM General, Enhanced, Premium Package levels:

The applications within OTM are structured into three levels of functionality: General, Enhanced, and Premium. OTM 1.2 has made changes to the General and Premium levels as well as introducing a new level of Billing functionality, Billing Enhanced which includes 2 new applications and the web enabling of certain commonly used TBS reports.

Detailed information on the following functionality is contained in the OTM 1.2 User Guides.

3.2 X11 25.40 Concurrence

The following features introduced with X11 Release 25.40 are supported:

- M3900 Phase 3 support including:
  - one-button access keys for Callers List and Redial list on M3903, M3904, and M3905,
  - system initiated language selection on M3902, M3903, M3904 and M3905 allowing default setting of a language other than English,
  - new Class of Service for Erase Callers List and Redial List for virtual terminals on M3903V and M3904V.
  - Support for 2 new X11 packages, 386 and 387.
- Network Break in and Force Disconnect support of new features PONW and FDIS, 2 new class of service settings for Network Override Break in and Force Disconnect, and support for the new X11 package 389
- Electronic Lock – Scheduled support of a new class of service, Scheduled Electronic Lock.
- NI-2 Name Display Supplementary Service support of new X11 package 385
- Support of new hardware pack NTRB53 – Clock Controller and related maintenance commands and inventory support.

This functionality is available starting at the OTM General level.

3.3 Succession CSE 1000 Release 1.1 Concurrence

OTM 1.2 supports concurrence with Release 1.1 of the Succession Communication Server for Enterprise 1000.

This functionality is available starting at the OTM General level.

3.4 i2050 and ITGL2.2 Support

The new i2050 software phone is added to Station Administration and Web Station as well as Maintenance Windows and Maintenance Pages, and the ITG Lineside 2.2 is supported within the OTM ITG services. The maintenance telephone service feature is supported through OTM on both the existing i2004 internet phone as well as the new i2050 software phone.

This functionality is available starting at the OTM General level.

3.5 802.11 Wireless IP Gateway Support

The ITG services are updated to support the new wireless IP gateway application and hardware. The number of nodes supported through OTM has been increased to 1000.

This functionality is available on the OTM General level within IP Telecommuter ITG Service.

3.6 GCAS

The General Cost Allocation System includes the following functionality:

- Allows costing of calling cards, cellular calls, faxes, etc.
- Records imported from a file with original cost, or manually entered.
- Bill types based on Quantity (i.e. Meridian Mail), Time (i.e. Internet usage) or Destination (i.e. pager calls) can be defined.
- Cost profiles are assigned to each bill type defined.
- Detail and summary reports provided against a chargeable entity.

This functionality is available on the OTM add on functionality level Billing Enhanced.

3.7 CRS

The Consolidated Reports System includes the following functionality:

- Consolidates billing information from GCAS and TBS and generates reports against the information.
- CRS can only be run against one system at a time.
- Fully flexible user configurable filters (cost, date, time, user), and sorting orders.
- Various output formats (screen, printer, html, text, Access snapshot).
- Reports include employee detail reports and organizational roll-up reports.

This functionality is available on the OTM add on functionality level Billing Enhanced.

3.8 TBS Web Reports

Telecom Billing System Web Reports provides a subset of the reports in Telecom Billing System in a web browser. Access is controlled by user and can be provided in 4 levels of viewing privileges (all, peer, managed, personal), or no access. Reports are available for extension, account code and authorization code use, as well as summary reports (for those with more than personal viewing access) and frequency reports (frequently called numbers and frequently called locations).

This functionality is available on the OTM add on functionality level Billing Enhanced. For Desktop user access to this web based functionality, the customer must also be on OTM Premium level for the core

OTM software, and for access for administrators through the administrator pages only the OTM General level is required..

3.9 LDAP Synchronization Support with Microsoft Active Directories and Novell NDS LDAP Servers

Support is provided for two additional LDAP directory servers:

- Novell NDS v7.09 and above
- Active Directory v1.0 and above

Additionally some LDAP enhancements are also introduced:

- Flexible user interface in the LDAP utility so that users can specify what field is key between OTM and LDAP by adding UID to potential mapping fields. "Add" option for fields other than UID, Last Name and First Name which will only copy fields which are mapped from LDAP to OTM.
- Check for correct password or Bind DN within the Test Connection button in the LDAP Server Setup.
- Additional warnings and notices.
- Import of alpha User ID fields in a comma separated text file.

This functionality is available on the OTM Premium level.

3.10 Web User Auto Log out

A timeout can be set in Internet Services Manager (on NT Server or Windows 2000 Server), Web Site tab, Connection Timeout edit box which will logout a web user after a predefined number of seconds of no activity.

This functionality is available at the Windows OS level.

3.11 MDR2000e Buffer Box Support

MDR2000e buffer boxes provide ethernet (TCP/IP) connectivity for pulling CDR records only. Scripts are available within the Telecom Billing System application, under collection configuration. (choose Ethernet connectivity, and enter the IP address of the MDR 2000e.

To upgrade from an MDR 2000, configure the new buffer’s IP address, and then replace the old buffer with the MDR 2000e.

This functionality is available on the OTM Billing General level.

3.12 Survivable IP Expansion Web View Enhancement

OTM 1.2 has enhanced the Web Navigator view to visually link together the Main Cabinet with it’s Survivable Expansion cabinets. This functionality is also applicable to the Call Server/Media Gateway configuration of Succession CSE 1000.

This functionality is available starting at the OTM General level.

3.13 Telecom Billing System Enhancements

A Billing Party Surcharging module has been added to the TBS application.

This functionality is available starting at the OTM General level.

4 Documentation

Although OTM 1.1 documentation included most of the OTM 1.2 features the three User Guides have been updated to include the most current information for release OTM 1.2.

5 Platform Requirements

Please check the General Release Bulletin for OTM 1.2 for the latest information on platform requirements.

5.1 Support for Microsoft Windows 95 Operating System

Effective Dec 31, 2001, Microsoft is placing the Windows 95 operating system into a “non-supported” phase. Product Bulletin 2001-083 indicates limited support for OTM effective Jan 1, 2002. All statements regarding Windows 95 support are governed by the limitations indicated in this product bulletin.

5.2 Operating System Support

Table 2 – Operating System Support

Configurations Supporting Windows Clients (Client Server Configurations):		
OTM Server Installation on:	**OTM Client Installation on:**	**Web Clients Supported:**
Windows NT 4.0 Server OS	Windows 95 OS* (limited support) Windows 98 OS* Windows NT 4.0 Workstation OS Windows 2000 Professional OS	IE 5.5, Netscape Communicator 4.77, or Netscape Navigator 4.08
Windows 2000 Server OS	Windows 95 OS* (limited support) Windows 98 OS* Windows NT 4.0 Workstation OS Windows 2000 Professional OS	IE 5.5, Netscape Communicator 4.77, or Netscape Navigator 4.08
Configurations NOT Supporting Windows Clients (Standalone Configurations):		
OTM Server Installation on:	**OTM Client Installation on:**	**Web Clients Supported:**
Windows 95 OS* (limited support) Windows 98 OS*	Not Supported	Not Supported
Windows NT 4.0 Workstation OS Windows 2000 Professional OS	Not Supported	IE 5.5, Netscape Communicator 4.77, or Netscape Navigator 4.08 NOTE: The number of connections depends on settings in IE or Netscape. NT 4.0 Workstation and 2000 Professional allow up to 10

		connections (and as an example, a single Netscape connection, may take up to 4 to 6 of these connections, thereby reducing the number of web clients potentially down to 1).

*The OTM DECT application is not supported on Windows 95 and 98.

5.3 OTM Server Requirements

The following PC hardware and software is required to run OTM. Some of the items listed are indicated as minimum required to run OTM. Higher levels of RAM, and a faster processor will improve performance:

Hardware

- Pentium II Processor PC or higher; minimum clock rate of 400 MHz
- 4 Gbyte disk with 1000 MB free space on hard drive (customer's data storage requirements are not included in the 1000 MB).
- 256 MB of RAM
- SVGA Color Monitor and interface card (800 X 600 Resolution for graphics)
- 3 1/2-inch 1.44 MB floppy disk drive
- CD-ROM drive
- One Ethernet Network Interface Card is required to support connection with the Meridian 1 via Ethernet. A second Ethernet Network Interface Card is optional depending on configuration.
- Hayes compatible modem is optional for connection to remote sites, required for polling configurations (56K BPS recommended). Please note: "WinModems" are incompatible and therefore are not supported.
- PC COM port with 16550 UART . For external modems or direct connection the PC must have an available serial port (i.e., one not being used by a mouse or other serial device). The number of PC COM ports required depends on the number of external modem or direct connections required.
- On board parallel printer port (A printer must be configured even though it is not required to be physically attached to the PC)
- Two (2) button Windows compatible mouse or positioning device (Bus/PS2 mouse preferred to free up a PC serial port)

Other Software

Other server software required:

- Service Pack 6a for Windows NT installations
- Windows NT Option Pack 4 (for installation of IIS)
- Windows 2000 (server or professional) Service Pack 2 is required
- Internet Explorer 5.5

Software that may be required depending on how OTM is to be used:

- TCP/IP Protocol
- Remote Access Service (OTM prompts you to install RAS during OTM installation if RAS is not already installed)
- Network Card Drivers (Ask the network card manufacturer about the type of network card and the availability of the required software driver)

The PC configuration above is a recommended configuration only. OTM applications may run with less than the specified RAM, but for optimal performance the recommended configuration or better should be used.

5.4 OTM Client for Windows Requirements

The following PC hardware and software is recommended to run OTM:

Hardware

- Pentium II Processor PC or higher; minimum clock rate of 200 MHz (Pentium II 300MHz for running TBS)
- 500 MB free space on hard drive (plus customer's data storage requirements).
- 64 MB of RAM (128 MB RAM is recommended for improved performance, and for two of the Billing Enhanced level applications: GCAS and CRS).
- SVGA Color Monitor and interface card (800 X 600 Resolution for graphics)
- 3 1/2-inch 1.44 MB floppy disk drive
- CD-ROM drive
- Windows 95 (limited support), Windows 98, Windows 2000 Professional with Service Pack 2, or Windows NT Workstation 4.0 with Service pack 6a (with Microsoft TCP/IP installed)
- Ethernet Network Interface Card
- Parallel printer port (A printer must be configured even though it is not required to be physically attached to the PC)
- Two (2) button Windows compatible mouse or positioning device (Bus/PS2 mouse preferred to free up a PC serial port)

Other Software

- Service Pack 6a for Windows NT installations

- Windows 2000 Service Pack 2 is required

Software that may be required depending on how OTM is to be used:

- Remote Access Service
- Dial up Networking for Win 95/98
- TCP/IP Protocol
- Network Card Drivers

The PC configuration above is a recommended configuration only. OTM applications may run with less than the specified RAM, but for optimal performance the recommended configuration or better should be used.

5.5 OTM Web Browser Client Requirements

In order to guarantee access by more than one web client, the OTM software MUST be loaded onto either Windows NT 4.0 server or Windows 2000 Server.

The OTM Web Client can be launched from a browser on any OS supporting the Java plug in 1.3.1 runtime environment including Windows 95/98, UNIX, and Macintosh platforms.

Other software required:

- Internet Explorer 5.5 or Netscape Communicator 4.77, or Netscape Navigator 4.08
- Java plug in 1.3.1 Runtime Environment plug-in available in the OTM installation and at http://java.sun.com/products/plugin

5.6 Novell Netware Support

OTM 1.1 introduced support for Novell Netware release 5.x on the OTM platform, with the following two Novell Netware client versions on an OTM installation. This is maintained with OTM Release 1.2:

- Novell Netware Client 3.3 (supports Windows 95/98).
- Novell Netware Client 4.8 (supports Windows NT/2000).

The OTM server is NOT supported on a Novell server. TCP/IP communication is supported (IPX/SPX is not).

5.7 Primary Domain Controller

OTM does not support using the OTM server as a primary domain controller.

5.8 Unsupported Dongle (Security Device) Configurations

PCI-based parallel ports may have problems on certain operating systems. Compaq Proliant DL360R01 running Windows 2000 Server using a Lava PCI Bus Enhanced Parallel Port card is one such system. This configuration is not supported on OTM 1.2.

5.9 PC Machines used during Nortel design and Verification

Hardware Platforms

Most current standard PC's that are capable of supporting the required Operating Systems will be suitable to run OTM. The list below contains several different machine types that have been used within Nortel labs during the design and Verification process. The list also includes the operating systems that were used on each machine. This information may be helpful in deciding what machine to purchase. However, be aware that this is not by any means an exhaustive list, and is only a very small subset of the machines that will successfully run this product.

PC Machines & Operating Systems used:

- Dell Optiplex GX2000, all OSs.
- Dell Optiplex GX Pro/GX1 (NT Server, 95/98/2000 Clients, 95/98/2000 Standalone)
- Dell Precision 210 (all Operating Systems)
- Gateway G7-850 (NT Server, Windows 2000)

Machine types NOT recommended:

- HP Pavilion

5.10 Windows Client Performance

A variety of aspects will affect the speed/performance of activities performed on an OTM windows client. Some of these include:

- the amount of RAM on the OTM client PC
- the OS platform used on the OTM client PC
- the number of TNs being managed through the Station Administration application
- other applications that may be running on the PC (including those that run in the background, such as anti-virus software)
- the amount of traffic on the LAN
- the NIC card on the client PC
- deployment in the network architecture (topology and placement of the client PC with respect to the server).

5.11 CO-RESIDENCE RECOMMENDATION AND ORDER OF INSTALLATION

Do not install the OTM server (i.e. OTM installation with windows clients) co-resident with other applications. This includes both Nortel applications and non-Nortel applications unless listed below.

OTM client or standalone (OTM installation with no windows clients) installations can co-reside with one of the other Nortel software as follows:

- CallPilot 1.07
- Symposium 4.0
- Remote Office 1.3
- MDECT Manager for Windows
- Optivity Network Management System (NMS) 9.2

OTM makes no guarantee that any of the above list of 5 applications will co-reside with each other. Please refer to bulletins specific for these other Nortel applications for any restrictions in their co-residence.

OTM can co-reside with Microsoft on the server 2000, but Microsoft Office must be installed after OTM is installed. Some elements of OTM use either Outlook, Word or Excel. Powerpoint is not used OTM, and therefore can be left off of the Microsoft Office 2000 installation.

Web client co-residence is supported with other web clients using the same version of JAVA runtime environment (version 1.3.1)

When installing OTM please ensure that the “Report Generator” application is not running as it will cause installation errors.

6 Operating System Limitations

There are some limitations on OTM functionality dependent on the Operating System on which it is installed. The following table indicates these limitations. X indicates supported, N/A indicates not supported.

The Windows 95/98 platforms cannot be used as web server platforms, however web clients can be run on any platform that supports the Netscape and Internet Explorer browsers (specific releases of the browsers are indicated in other sections of this document). In the following table, all web features are indicated as N/A for 95/98 meaning that this platform cannot be set up as a web server.

6.1 Functionality by Operating System Platform

Table 3 – Operating System Functionality Limitations

FUNCTIONALITY	95/98 Standalone	NT Workstation/ 2000 Professional	NT Server/ 2000 Server
COMMON SERVICES			
Windows Navigator	X	X	X
Web Navigator	N/A	X	X
Scheduler	X	X	X
Web Scheduler	N/A	X	X
Backup & Restore (OTM data)	X	X	X
Import/Export	X	X	X
Compact and Repair	X	X	X
Watchdog, System Monitor, and related Utilities	N/A	X	X
Customizable Web Help	N/A	X	X
PDT Password Change	X	X	X
FAULT MANAGEMENT			
PC Event Log and Viewer	X	X	X
Basic Alarm Capturing & Logging (any element of whole system)	X	X	X
Ability to view M1 alarms – as in MAT	X	X	X
Ability to view consolidated alarms – Web Browser	N/A	X	X
Alarm Banner (core alarms – as in MAT)	X	X	X

Alarm Notification; handling, filtering, forwarding – including paging	X	X	X
Alarm Notification Wizard	X	X	X
CONFIGURATION MANAGEMENT			
System Window	X	X	X
Station Administration	X	X	X
Directory Editor (organization, employee …)	X	X	X
LDAP Query Utility	X	X	X
LDAP Synchronization	N/A	X	X
Corporate Directory (M3900)	X	X	X
Web Desktop Services – End User Help	N/A	X	X
Web Desktop Services – Set Changes	N/A	X	X
Maintenance Windows	X	X	X
Maintenance Pages (Web)	N/A	X	X
ESN ART	X	X	X
ITG Configuration	X	X	X
DBA Backup & Restore (X11 database)	X	X	X
List Manager	X	X	X
Inventory	X	X	X
ACCOUNTING MANAGEMENT			
DBA for CDR Collection	X	X	X
Telecom Billing System	X	X	X
Telecom Billing System Web Reports	N/A	X	X
General Cost Allocation System (GCAS)	X	X	X
Consolidated Reports System (CRS)	X	X	X
PERFORMANCE MANAGEMENT			
DBA for Traffic Collection	X	X	X
Traffic Analysis	X	X	X

SECURITY MANAGEMENT			
OTM User Administration (For Administrator Windows access)	X	X	X
OTM User Administration (For Administrator Web access using local domain security)	N/A	X	X
OTM User Administration (For Desktop User Web access using WinNT security (NT Domain Security))	N/A	X	X
OTM User Administration (For Desktop User Web access using LDAP Security)	N/A	X	X
Call Tracking	X	X	X
SYSTEM ACCESS			
Access Server (Command Line Interface)	N/A	X	X
Windows System Terminal	X	X	X
Web System Terminal	N/A	X	X
APPLICATION INTEGRATION			
Launching of executable files and web pages	X	X	X
Optivity Network Management System (NMS)	X	X	X
HP Openview	X	X	X
DECT Management	N/A	X	X
TRANSLATIONS			
English	X	X	X
French	X	X	X
German	X	X	X
CONCURRENCE			
X11 concurrence support	X	X	X
Succession CSE 1000 concurrence support	X	X	X

6.2 Regional Operating Systems

Support for regional (language) versions of operating systems, (such as Windows 2000 in French) is available for the following languages per region:

CALA:

- Spanish and Brazilian OS

AP:

- Simplified Chinese OS

EMEA:

- German, Spanish, Dutch OS

Support for French and Japanese OSs is currently being defined and if supported, will be identified through a product bulletin in North America/EMEA and AP respectively.

7 Localization of Software

Optivity Telephony Manager, Release 1.2 is available in English only. Customers ordering OTM translated into French or German will receive OTM Release 1.01.

8 Migration Pathways

8.1 Software Conversion

OTM 1.2 software supports direct migration from the following release of MAT:

- 6.67.07

Migration from MAT to OTM is a simple matter of working through the install-shield to upgrade the application software on a machine. All data is retained during a software migration so it is not necessary to reconfigure the system following the upgrade.

Migration is also supported from previous releases of OTM.

- 1.00.40
- 1.01.15a
- 1.10.50UD3.1

Customers on previous versions of MAT must either first migrate to 6.67.07 (using only supported paths for 6.67.07 migration) or install OTM 1.2 as a new installation.

Upgrades for customers on releases prior to MAT 6.67.07 are covered within the Inventory Management section of this document. Customers on releases prior to MAT 6.67.07 do not have a direct migration path since this is technically not supported, but can run through a multiple step process to move to OTM.

9 Compatibility

9.1 Meridian 1 Requirements

The following chart outlines the X11 software and connection types supported by OTM applications.

Table 4 – Meridian 1 Requirements

OTM Functionality	X11 Release supported											Connection Type[2]
					19	20	21	22	23	24	25	
Maintenance Windows								☑	☑	☑	☑	Ethernet/PPP
Alarm Management (windows)					☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
System Terminal:												
Overlay Passthru								☑	☑	☑	☑	Ethernet/PPP
VT220					☑	☑	☑	☑	☑	☑	☑	Serial
ESN ART					☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
Station Administration					☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial
Traffic Analysis					☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial[3]
Telecom Billing System (TBS)					☑	☑	☑	☑ ☑	☑ ☑	☑ ☑	☑ ☑	Serial Ethernet (DBA)
Call Tracking					☑	☑	☑	☑	☑	☑	☑	Serial
Web Alarm Viewing					☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial
Virtual Terminal Server					☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP
Maintenance Pages								☑	☑	☑	☑	Ethernet/PPP
Web Desktop Services					☑	☑	☑	☑	☑	☑	☑	Ethernet/Serial
LDAP Sync.								☑	☑	☑	☑	Ethernet
Access Server					☑	☑	☑	☑	☑	☑	☑	Ethernet/PPP/Serial

2 Ethernet and PPP connections are only supported on Release 22 or later and require the MAT Management Interface software package 296.

3 If traffic is being collected through a buffer box only a serial connection is supported.

9.2 X11 Package Pre-Requisites for OTM Functionality

The following packages are required for each of the applications listed:

Table 5 - X11 Package Requirements

Application	X11 S/W Pkg. Required
Alarm Management*	164, 242, 243 and 296
- Additional package for Alarm Notification	55, 315
Maintenance Windows	164, 242, 243 and 296
System Terminal – Overlay Passthru	164, 242, and 296
Virtual Terminal Server	164, 242, and 296
Ethernet Connection for Station Administration, Traffic	
Analysis and ESN ART	164, 242, and 296
Data Buffering and Access (DBA) – Ethernet	164, 242, 296 and 351
Data Buffering and Access (DBA) – Serial	N/A
Meridian 1 database disaster recovery	164, 242, 296 and 351

9.3 Engineering Rules/Guidelines

Detailed information for developing strategies to manage more complex networks using OTM is available in the Installation and Engineering User Guide (P0986984). This User guide can be ordered as a stand-alone item, and is included in hard copy with all OTM System orders and MAT→OTM upgrades. It is also included on the OTM software CD in soft copy format.

Additionally, an engineering guidelines spreadsheet is available on the PIC for OTM 1.2 which can help with “what if” planning for OTM installations. The results of this tool are guidelines only and do not replace network engineering.

10 Ordering Information

10.1 Product Functionality Packaging

The applications within OTM are structured into 3 levels of functionality, General, Enhanced, and Premium. Basic management functionality is included in the General Package. The Enhanced and Premium Packages offer access to progressively more functionality. They become preferred solutions where the network and system management needs are more evolved, and the networks larger, more complex, or diverse

In addition, there are several parts of the OTM functionality that are not part of the Bundled packages. The Access Server functionality, and the DECT application are available as separately orderable items. Billing applications come in 2 levels, both of which are also separately orderable. Billing General includes Telecom Billing System and Call Tracking, and Billing Enhanced includes TBS Web Reports, GCAS, and CRS. The DECT application code is automatically provided for all EMEA region orders, and does not need to be ordered separately. Unbundled features cannot be ordered alone and require one of the three core OTM levels (General, Enhanced, or Premium).

There are two license (or dongle) types on OTM: end user and distributor. Distributor licenses have some restrictions with regards to what can be ordered on the license. Distributor licenses come with 50,000 sets, and are available in the three functionality levels. Distributor licenses cannot have access server functionality, windows clients, sets expansions, or functionality level expansions (i.e. a move from General to Enhanced level) ordered against them. Distributor licenses can only be ordered by authorized Meridian 1 distributors. Meridian 1 distributors have a choice of purchasing either end user or distributor licenses for themselves, dependent on their particular need. All other OTM orders will default to end user licenses. End user licenses have only one restriction. These licenses cannot have more than one dongle with the same serial number.

Once you have determined the appropriate level of functionality, the second dimension to consider is the size of the network that is being managed. For OTM, this is represented by the cumulative number of set TN's (including virtual TN's) that are on all of the system being managed by the OTM server. The OTM server base level is licensed to manage up to 50 sets. After that the number of grows by purchasing "set expansion packages", within the same level of functionality as the OTM server. The set expansion packages can be ordered in multiples of 50, 250, 1000, & 5000 sets. The maximum number of sets that can be ordered is 128,000. This is a technical maximum. The practical maximum may be much lower than this dependent on the way OTM is used. Similarly, the technical maximum number of Reporting Units (RUs) is 128,000, and the technical maximum number of Windows clients that can be purchased is 255. The functional maximum of either RUs or Windows clients will be dependent on the way OTM is being used.

License checking is done against the number of sets that are in the system databases on OTM, and this is checked against the purchased number before launching any application in OTM, regardless of which applications are being used (i.e. an OTM configured for a PBX with 400 sets will need to be licensed to that level whether Station Administration, or any other application, is being used or not). The only applications currently outside of this sets licensing are the ITG services since they are outside of the site/system hierarchy.

10.2 Functionality by Packaging Level

Consult the following table to gain an understanding of what functionality is included with each level of OTM.

Table 6 - OTM Functionality by Level

FUNCTIONALITY	General	Enhanced	Premium	Unbundled
COMMON SERVICES				
Windows Navigator	X	X	X	
Web Navigator	X	X	X	
Scheduler	X	X	X	
Web Scheduler	X	X	X	
Backup & Restore (OTM data)	X	X	X	
Import/Export	X	X	X	
Compact and Repair	X	X	X	
Watchdog, System Monitor, and related Utilities	X	X	X	
Customisable Web Help		X	X	
PDT Password Change	X	X	X	
FAULT MANAGEMENT				
PC Event Log and Viewer	X	X	X	
Basic Alarm Capturing & Logging (any element of whole system)	X	X	X	
Ability to view M1 alarms – as in MAT	X	X	X	
Ability to view consolidated alarms – Web Browser		X	X	
Alarm Banner (core alarms – as in MAT)	X	X	X	
Alarm Notification; handling, filtering, forwarding – including paging			X	
Alarm Notification Wizard			X	
CONFIGURATION MANAGEMENT				
System Window	X	X	X	
Station Administration	X	X	X	
Directory Editor (organization, employee …)	X	X	X	
LDAP Query Utility			X	

LDAP Synchronization			X	
Corporate Directory (M3900)	X	X	X	
Web Desktop Services – Desktop User Help (read access)		X	X	
Web Desktop Services – Set Changes – Administrator, Help Desk and Default groups	X	X	X	
Web Desktop Services – Set Changes – Desktop User			X	
Maintenance Windows		X	X	
Maintenance Pages (Web)		X	X	
ESN ART			X	
ITG Configuration	X	X	X	
DBA Backup & Restore (X11 database)	X	X	X	
List Manager	X	X	X	
Inventory		X	X	
ACCOUNTING MANAGEMENT				
DBA for CDR Collection	X	X	X	
Telecom Billing System (TBS)				X (Billing-General)
TBS Web Reports				X (Billing – Enhanced)
General Cost Allocation System (GCAS)				X (Billing – Enhanced)
Consolidated Reports System (CRS)				X (Billing – Enhanced)
PERFORMANCE MANAGEMENT				
DBA for Traffic Collection	X	X	X	
Traffic Analysis		X	X	
SECURITY MANAGEMENT				
OTM User Administration (For Administrator Windows access)	X	X	X	

OTM User Administration (For Administrator Web access using local domain security)	X	X	X	
OTM User Administration (For Desktop User Web access using WinNT security (NT Domain Security))		X	X	
OTM User Administration (For Desktop User Web access using LDAP Security)			X	
Call Tracking				X (Billing-General)
SYSTEM ACCESS				
Access Server (Command Line Interface)				X (Access Server)
Windows System Terminal	X	X	X	
Web System Terminal	X	X	X	
APPLICATION INTEGRATION				
Launching of executable files and web pages	X	X	X	
Optivity Network Management System (NMS) – Alarm Forwarding and OTM Launch Point	X	X	X	
HP Openview				X (files provided on OTM software CD)
DECT Management				X (DECT)
TRANSLATIONS				
English	X	X	X	
French	N/A	N/A	N/A	
German	N/A	N/A	N/A	

X11 and Succession CSE 1000 concurrence support is dependent on which of the above applications have been impacted by new functionality on the switch side. For instance, a new set type will apply to both the Station Administration feature as well as the Web Station feature, online help, maintenance windows, maintenance pages, etc, therefore, different aspects of this new set type will be supported at different levels of OTM.

10.3 OTM Keycodes and Dongles (Security Devices)

New keycodes are required when most of the codes in the following sections are ordered since a new level of functionality is being ordered. Where more than one NTTLxxxx code is purchased which drives a new keycode, only one keycode is provided with the order which encompasses all of the different changes driven by each individual NTTLxxxx code on the order.

NTTLxxxx codes, which, when ordered, do not generate keycodes, are specifically called out in each of the following sections.

The tables that follow indicate whether or not a new dongle is shipped with the order. New dongles mean a new serial number is assigned to the OTM system, and the keycode is generated against that new serial number on the dongle. The only exceptions to this are the distributor dongle licenses that may order additional dongles against an existing serial number (detailed in the section “Distributor License Expansions”).

10.4 New OTM Systems

Step 1: Order the server with the appropriate level of OTM functionality (i.e., General, Enhanced, or Premium). Choose one of the following codes:

Table 7 - OTM 1.2 Order Codes - New OTM Systems – Server Based Pricing – End User License only

Order Code	Description	New Dongle Provided
NTTL01AC	OTM 1.2 General, Server, 50 sets	Yes
NTTL01BC	OTM 1.2 Enhanced, Server, 50 sets	Yes
NTTL01CC	OTM 1.2 Premium, Server, 50 sets	Yes

Table 8 - OTM 1.x Order Codes - New OTM Systems – Server Based Pricing – Distributor License only

Order Code*	Description	New Dongle Provided
NTTL28AA	OTM 1.x General, Server, 50,000 sets (5 dongles)	Yes
NTTL29AA	OTM 1.x Enhanced, Server, 50,000 sets (5 dongles)	Yes
NTTL30AA	OTM 1.x Premium, Server, 50,000 sets (5 dongles)	Yes

* - the codes in this table have not changed from those used for OTM 1.01 or OTM 1.1, but will provide OTM 1.2 software for a distributor dongle following a given release date to be announced through a product bulletin.

With the start of OTM 1.2, codes NTTL28BA/CA/DA, NTTL29BA/CA/DA, and NTTL30BA/CA/DA are no longer pertinent. Additional distributor dongles can be ordered using NTTL31xx, NTTL32xx and NTTL33xx codes.

Step 2: For End User Licences only, add expansion packages to total the number of sets that will be managed by the OTM server.

- This is the cumulative number of sets (using TNs as well as virtual TNs) in all systems that the server will be managing.
- The number of sets licensed is valid across all applications (i.e. an accurate number of sets for the network being managed by the OTM server/standalone must be purchased even if only the traffic analysis application is being used). The only exception to this is the purchase of OTM for use of ITG, Access Server, or DECT only as these are services, and the base level of 50 sets is sufficient.
- It does not matter how many systems (Meridian 1 PBX's) will be managed by the OTM server.
- Choose as many of the following codes as are required to add up to the correct number of sets.

- Note that you can order multiples of the same code. Since the larger expansions are less costly per set, it is recommended that you try different combinations to equal the least expensive total cost for any given total number of sets

- You must order within the same package level (i.e., if you ordered an Enhanced Server, you must order only 'Enhanced" level expansion packages).

- The number of sets ordered should be more than the exact number managed to allow for growth. Recommendation is to order at least 125% of the number of sets managed. Order more if rate of growth is high.

Table 9 - OTM 1.x Order Codes - New OTM Systems – Server Expansions - End User License only

Order Code*	Description	New Dongle Provided
NTTL02AA	OTM 1.X General, 50 sets expansion	No
NTTL02BA	OTM 1.X General, 250 sets expansion	No
NTTL02CA	OTM 1.X General, 1000 sets expansion	No
NTTL02DA	OTM 1.X General, 5000 sets expansion	No
NTTL03AA	OTM 1.X Enhanced, 50 sets expansion	No
NTTL03BA	OTM 1.X Enhanced, 250 sets expansion	No
NTTL03CA	OTM 1.X Enhanced, 1000 sets expansion	No
NTTL03DA	OTM 1.X Enhanced, 5000 sets expansion	No
NTTL04AA	OTM 1.X Premium, 50 sets expansion	No
NTTL04BA	OTM 1.X Premium, 250 sets expansion	No
NTTL04CA	OTM 1.X Premium, 1000 sets expansion	No
NTTL04DA	OTM 1.X Premium, 5000 sets expansion	No

* - the codes in this table have not changed from those used for OTM 1.0, OTM 1.01 or OTM 1.1.

Step 3: For End User Licences only, add OTM Windows Clients as required:

OTM Client codes are pertinent to Windows Clients (where the OTM software is installed on the PC). Web clients who access OTM through browser software do not have to be ordered and their number are restricted by the Windows OS used on the OTM server, and the browser used on the Web Client.

- The windows clients are "dedicated" to an OTM server and cannot be used with different servers.

- Note that the windows clients do NOT require a dongle since they "register" against a server.

- Web clients do not need to be ordered since they do not require any dedicated software.

- Choose as many of the following codes as are required to add up to the correct number of clients

Table 10 - OTM 1.x Order Codes - OTM Clients (Windows Clients) – End User License only

Order Code*	Description	New Dongle Provided
NTTL19AA	Additional Client, OTM, for one (1) PC	No

NTTL19BA	Additional Client, OTM, for five (5) PCs	No
NTTL19CA	Additional Client, OTM, for ten (1O) PCs	No

* - the codes in this table have not changed from those used for OTM 1.0, OTM 1.01 or OTM 1.1.

Step 4: For End User Licences only, if required, order Access Server Option:

- The Access Server functionality is made available by ordering any level of OTM server functionality (step 1 above) plus ordering the "Access Server" code.
- If only the "OTM Server" plus "Access Server" are ordered (i.e., no set expansions), then the OTM server portion can manage a network view with as many as 50 sets.
- If the "Access Server" PC is going to be used exclusively for the "Access Server" functionality, then do not order any OTM set expansion packages. Access server does not check the number of sets on the switches.
- If any other OTM functionality is going to be used along with the "Access Server", then it is required to also order the appropriate number of sets. In this case the "set licensing" checking will take place.

Table 11 - OTM 1.x Order Codes – OTM Access Server – End User License only.

Order Code*	Description	New Dongle Provided
NTTL17AA	OTM Access Server	No

* - the code in this table has not changed from that used for OTM 1.0, OTM 1.01 or OTM 1.1.

Step 5: If required, order DECT application Option. Note that this is automatically delivered to all EMEA customers on both end user and distributor licences:

- The DECT application can be used to manage either the new DMC8 cards (available only in EMEA and certain countries in AP). It can also be used to manage DMC4 cards with updated firmware. The New Functionality section details where further information can be obtained.
- This application is only required in North America or CALA OTM installations if DECT hardware located in EMEA or AP is being managed remotely from North America or CALA.
- One copy of the DECT Documentation CD is supplied when this code is ordered

Table 12 - OTM 1.x Order Codes – OTM Access Server

Order Code	Description	New Dongle Provided
NTTL26AA	OTM DECT Application	No

Step 6: Determine Billing Level required and Reporting Unit (RU) level required.

- Billing General includes Telecom Billing System and Call Tracking applications.

- Billing Enhanced includes Web Based Telecom Billing System reports, General Cost Allocation System (GCAS) and Consolidated Reports System (CRS). Web Based Telecom Billing System can only be used if the appropriate level of OTM core server is also ordered (i.e. Web access is available to desktop users at the Premium level, therefore for desktop users to be able to access Web Based TBS Reports, both OTM Premium and Billing Enhanced must be ordered.

- Both Billing General and Billing Enhanced start with a base level of 50 RUs.

Table 13 - OTM 1.x Order Codes – New OTM Billing General - base

Order Code*	Description	New Dongle Provided
NTTL05CA	OTM Billing 1.x General, 50 RU	No
NTTL05DA	OTM Billing 1.x Enhanced, 50 RU	No

* - the NTTL05CA in this table was used for OTM 1.0 and OTM 1.01 EMEA region only. It is now a globally available ordering code replacing the NTTL05AA that was used for OTM 1.0 and OTM 1.01 non-EMEA regions. NTTL05DA is introduced with OTM 1.2.

Step 7: If more Reporting Units, used in the Billing applications, are required, add expansion packages to total the number of RU's that will be managed by the OTM server.

- "RU" Definition: A reporting unit represents a single entity in the OTM Directory databases to which costs/usage can be assigned and reported on through the Billing applications. An entity can be either an employee, an external party, or a role or project in the Employee, External Parties, or Roles/Projects databases respectively.

- RUs are counted across all systems where one of the billing applications is configured (TBS, GCAS, or CRS). For example:

    - System A: 150 reporting units, TBS only

    - System B: 50 reporting units, TBS, GCAS, and CRS

    - System B: 200 reporting units, GCAS only

        - TOTAL RUs required for the OTM server managing System A+B+C = 400 RUs.

- Choose as many of the following codes (at the right level of Billing) as are required to add up to the correct number of sets.

Table 14 - OTM 1.x Billing General and OTM 1.2 Billing Enhanced Order Codes – New OTM Billing – RU expansions

Order Code*	Description	New Dongle Provided
NTTL06GA	OTM 1.x Billing General 50 RU expansion	No
NTTL06AA	OTM 1.x Billing General 250 RU expansion	No
NTTL06BA	OTM 1.x Billing General 1000 RU expansion	No
NTTL06CA	OTM 1.x Billing General 5000 RU expansion	No
NTTL06DA	OTM 1.x Billing General 10000 RU expansion	No

NTTL06EA	OTM 1.x Billing General 50000 RU expansion	No
NTTL07GA	OTM 1.2 Billing Enhanced 50 RU expansion	No
NTTL07AA	OTM 1.2 Billing Enhanced 250 RU expansion	No
NTTL07BA	OTM 1.2 Billing Enhanced 1000 RU expansion	No
NTTL07CA	OTM 1.2 Billing Enhanced 5000 RU expansion	No
NTTL07DA	OTM 1.2 Billing Enhanced 10000 RU expansion	No
NTTL07EA	OTM 1.2 Billing Enhanced 50000 RU expansion	No

* - the NTTL06xx codes in this table have not changed from those used for OTM 1.0, OTM 1.01 or OTM 1.1, with the exception of NTTL06GA which was introduced with OTM 1.1, but is backwards applicable to OTM 1.0x installations. The NTTL07 codes are new with OTM 1.2.

10.5 OTM 1.0 to OTM 1.01 Upgrades for French and German OTM

An upissue from OTM 1.0 to OTM 1.01 does not require a new keycode. However, if your upgrade is from one language to another, for example, English to French, then a new keycode is required to enable the second language software. This code is still applicable once OTM 1.2 becomes generally available for customers who have OTM 1.0 and wish to upgrade to 1.01 to enable OTM in French or German.

Table 15 - OTM 1.01 Order Codes – OTM 1.0 to OTM 1.01 Upgrade

Order Code*	Description	New Dongle Provided
NTTL24AA	OTM release 1.0 to 1.01 upgrade	No
NTTL20AA	OTM 1.01 French (contains Installation and Engineering Guide P0912655)	N/A
NTTL21AA	OTM 1.01 German (contains Installation and Engineering Guide P0912656)	N/A

- - the codes in this table are OTM 1.01 specific order codes.
- NTTL20AA and NTTL21AA only generate a new dongle if they are part of an upgrade for an end user license moving from MAT, or being ordered as a new installation.

NTTL20AA and NTTL21AA are language upgrade options for OTM 1.01. French and German orders will default to the OTM 1.01 release of software. All OTM 1.01 ordering codes remain available but ONLY for translated versions of OTM 1.01. French language option is available in North America (in Quebec only), and in EMEA. When a language upgrade option is ordered the appropriate language information is contained in the Keycode. The OTM 1.01 CD contains all software files in all languages as well as the soft copy documentation for all languages in PDF format. The order will include a hard copy of the French Installation and Engineering Guide (P0912655) or German Installation and Engineering Guide (P0912656) as appropriate. When the software is installed, an option checkbox will appear for user to check off to do the install in French or German, as applicable. Only one language upgrade option can be ordered per OTM server order. Order will include one free copy of the Installation and Engineering Guide in the selected language.

Additional copies of the translated Installation and Engineering Guides can also be ordered using existing OTM 1.01 ordering codes.

10.6 OTM 1.0, OTM 1.01, and OTM 1.1 Upgrades to OTM 1.2

When moving from OTM 1.0, OTM 1.01, or OTM 1.1 to OTM 1.2, you must upgrade to the same level of functionality (i.e. OTM 1.01 Enhanced to OTM 1.2 Enhanced). If you then wish to upgrade functionality level (i.e. Enhanced to Premium) on OTM 1.2, the functionality upgrade codes can then be used.

The number of sets on OTM 1.0, 1.01, or 1.1 is automatically ported over to OTM 1.2. The Access Server option is also automatically ported over from OTM 1.0, 1.01, and 1.1 to OTM 1.2. DECT application is automatically ported over from OTM 1.1 to 1.2.

Starting with OTM release 1.1, the number of Windows Clients that appear on the OTM 1.1 keycode label for upgrades from OTM 1.0 or OTM 1.01 will decrease by one client. With release 1.0 and 1.01, the server was being counted as one client. With OTM 1.1 and later, only true Windows clients that have been purchased using the codes NTTL18AA, NTTL19AA, NTTL19BA, and NTTL19CA (not including the server) are being counted and displayed on the keycode label. These Windows Client codes are only pertinent to end user licenses.

Table 16 - OTM 1.2 Order Codes – OTM 1.0, OTM 1.01, or OTM 1.1 Upgrade to OTM 1.2 – End User License only

Order Code	Description	New Dongle Provided
NTTL25AC	OTM 1.0x/1.1 upgrade to OTM 1.2 General	No
NTTL25BC	OTM 1.0x/1.1 upgrade to OTM 1.2 Enhanced	No
NTTL25CC	OTM 1.0x/1.1 upgrade to OTM 1.2 Premium	No

Table 17 - OTM 1.x Order Codes – OTM 1.01/1.1 Upgrade to OTM 1.2 – Distributor License only

Order Code*	Description	New Dongle Provided
NTTL35AB	OTM 1.01/1.1 upgrade to OTM 1.2 General	No
NTTL35BB	OTM 1.01/1.1 upgrade to OTM 1.2 Enhanced	No
NTTL35CB	OTM 1.01/1.1 upgrade to OTM 1.2 Premium	No

Billing General upgrades covered under NTTL25DB automatically port over the number of RUs that were purchased on OTM 1.0x to 1.1 or 1.2. This code is not required for OTM 1.1 to OTM 1.2 upgrades.

- The NTTL25DB is not orderable on it's own. Keycodes are generated as part of the NTTL25AC/BC/CC or NTTL35xx series codes.

Table 18 - OTM 1.1/1.2 Order Codes – OTM 1.0 and OTM 1.01 Billing General Upgrade to OTM 1.1/1.2 Billing General

Order Code	Description	New Dongle Provided
NTTL25DB	OTM 1.0x Billing General upgrade to OTM 1.1/1.2 Billing General	No

- - The NTTL25DB code was also used for OTM 1.0x upgrades to OTM 1.1 Billing General.

10.7 MAT to OTM Upgrades

All functionality being upgraded from MAT to OTM MUST be placed on the same upgrade order. Using "upgrade codes" once the initial MAT to OTM upgrade order has been placed will result in an error since current software level in the ordering systems will now indicate the user is on OTM and no longer upgrading from MAT. Any functionality that is left off of the original MAT to OTM upgrade order must be ordered as additional functionality on the OTM serial number.

Step 1: Determine the level of OTM Upgrade Entitlement that is appropriate for an upgrade from existing MAT installation. Use the following Table.

Table 19 - OTM 1.01 Order Codes – MAT to OTM Upgrades

MAT Package	OTM Upgrade Entitlement
MAT End-User Common Services	OTM General
Station Administration Application	OTM General
Traffic Analysis Application	OTM Enhanced
Maintenance Windows Application	OTM Enhanced
ESN Analysis & Reporting Tool Application	OTM Premium
Alarm Management Application	OTM Premium
Call Tracking Application	OTM Billing General
Call Accounting	OTM Billing General
Maintenance Bundle	OTM Premium
Administration Bundle	OTM Enhanced + OTM Billing General
All Functionality Bundle	OTM Premium + OTM Billing General

Step 2: Order the server upgrade for the appropriate level of OTM functionality (i.e., General, Enhanced, or Premium).

Table 20 - OTM 1.2 Order Codes – MAT Upgrades to OTM – Server Based Pricing – End User License only

Order Code	Description	New Dongle Provided
NTTL08AC	MAT 6.6 Upgrade to OTM 1.2 General, Server, 50 sets	Yes
NTTL08BC	MAT 6.6 Upgrade to OTM 1.2 Enhanced, Server, 50 sets	Yes
NTTL08CC	MAT 6.6 Upgrade to OTM 1.2 Premium, Server, 50 sets	Yes
NTTL08DC **	MAT 5.x or 6.x Upgrade to OTM 1.2 General server, 50 sets	Yes
NTTL08EC **	MAT 5.x or 6.x Upgrade to OTM 1.2 Enhanced server, 50 sets	Yes

NTTL08FC **	MAT 5.x or 6.x Upgrade to OTM 1.2 Premium server, 50 sets	Yes

- The NTTL08DC, NTTL08EC and NTTL08FC provide customers on MAT releases 5.x or 6.x (not including MAT 6.67) with a single ordering code that provides a two step upgrade path (first to MAT 6.67, then to OTM 1.2). Direct migration from MAT 5.x or 6.x (other than MAT 6.67) is not technically supported. These three codes will provide a keycode to first move to MAT 6.67, plus the contents of NTTL08AC, NTTL08BC or NTTL08CC respectively to move from MAT 6.67 directly to OTM 1.2.

- Customers on releases of MAT prior to 5.x should install OTM 1.2 as a new installation.

Table 21 - OTM 1.x Order Codes – MAT Upgrades to OTM – Server Based Pricing – Distributor License only

Order Code*	Description	New Dongle Provided
NTTL27AA	OTM 1.X General, MAT upgrade, Server, 50,000 sets	No
NTTL27BA	OTM 1.X Enhanced, MAT upgrade, Server, 50,000 sets	No
NTTL27CA	OTM 1.X Premium, MAT upgrade, Server, 50,000 sets	No

*** - the codes in this table have not changed from those used for OTM 1.01 or OTM 1.1, but will provide OTM 1.2 software for a distributor dongle following a given release date to be announced through a product bulletin.**

Step 3: For End User Licences only, order the correct number of expansion packages (in multiples of 50 sets per package) to total the correct number of sets that were being managed by the server. You must stay at the same level of OTM functionality for both the server and the expansions (i.e., General, Enhanced, or Premium).

- It does not matter how many sites or systems were being managed by the MAT system, only the total number of sets.

- Recommend that you order 125% of the number of sets that were being managed by MAT to allow for (limited) growth. Order more if the anticipated growth rate is high.

- Nortel reserves the right to verify that the number of sets ordered is appropriate according to the number of sets that were being managed by MAT.

- NTTL09s cannot be ordered separately. A new keycode enabling this level of functionality is provided as part of the NTTL08xx or NTTL27xx series of codes.

Table 22 - OTM 1.x Order Codes – MAT Upgrades to OTM – Server Expansions – End User License only

Order Code*	Description	New Dongle Provided
NTTL09AA	OTM 1.X General, MAT upgrade, 50 sets expansion	No
NTTL09BA	OTM 1.X Enhanced, MAT upgrade, 50 sets expansion	No
NTTL09CA	OTM 1.X Premium, MAT upgrade, 50 sets expansion	No

* - the codes in this table have not changed from those used for OTM 1.0, OTM 1.01 or OTM 1.1.

Step 4: For end user licence only, order MAT=>OTM upgrades to convert MAT Clients into OTM Clients that will work with the OTM server.

- Note that one of the MAT client PCs is upgraded to the OTM Server, and the rest are upgraded to OTM Client PCs. There is always one OTM server, and N-1 OTM client PCs (where N was the total number of MAT client PCs that the customer was using).
- To illustrate with an example, if you currently have 10 MAT Client PCs, you will end up with 1 OTM server (with one dongle), and 9 OTM client PCs (no dongles).
- The conversion is to take a MAT client PC that has an associated dongle and to convert it to an OTM client PC that has no dongle but is registered against the server.
- The dongle used for MAT cannot be used for OTM end user licenses. A new dongle is provided for use on the end user OTM server. The MAT dongles are no longer required and can be discarded.
- If more than one server is required once upgraded to OTM, additional servers must be ordered using codes for New OTM Systems. Mat to OTM upgrades only cover migration to 1 server plus clients (as calculated above).
- For distributors only, the MAT dongles can be reused against OTM distributor dongle licenses that do NOT allow for OTM clients (windows clients).
- NTTL18AA cannot be ordered separately. A new keycode enabling this level of functionality is provided as part of the NTTL08xx or NTTL27xx series of codes.

Table 23 - OTM 1.x Order Codes – OTM Upgrades – Server Based Pricing- End User License only

Order Code*	Description	New Dongle Provided
NTTL18AA	MAT PC Dongle to OTM Client Upgrade	No

* - the code in this table has not changed from that used for OTM 1.0, OTM 1.01 or OTM 1.1.

Step 5: If upgrading MAT Call Accounting to OTM Telecom Billing System follow steps 5 to 8. Determine the number of RU's that are to be managed across the OTM server.

- This is the cumulative number of RU's in all systems that the server will be managing

Step 6: Determine the amount of DNs licensed with your current MAT CA package.

- Your MAT CA license is in your history file and there is a mapping of this DN license to the RU license for OTM billing

Step 7: Purchase MAT CA to OTM billing Upgrade package.

- Note you will need to input your MAT CA license number. OTM RUs will be set to equal the number of MAT Call Accounting DNs multiplied by the number of systems in MAT (up to a maximum of 3 systems).
- NTTL10AA cannot be ordered separately. A new keycode enabling this level of functionality is provided as part of the NTTL08xx or NTTL27xx series of codes.

Table 24 - OTM 1.x Order Codes – MAT upgrade to OTM Billing

Order Code*	Description	New Dongle Provided
NTTL10AA	MAT Call Accounting to OTM 1.x Billing General Upgrade	No

* - the code in this table has not changed from that used for OTM 1.0, OTM 1.01 or OTM 1.1.

Step 8: Purchase additional RU's for the Billing General level.

- Customers may be required to purchase additional RU's. Order multiples and/or combinations of the following expansion codes to equal the RU's required. The NTTL06GA/AA/BA/CA/DA/EA series of codes should be used to purchase additional RU's for OTM Billing General.

- Functionality upgrade from Billing General to Billing Enhanced is covered in the next section.

10.8 OTM Core Functionality Upgrades

There are 2 kinds of OTM core upgrades. An Expansion upgrade is when the number of sets supported is upgraded. This is documented in a previous section. A Functionality Upgrade is when the level of OTM functionality is upgraded (i.e., General => Enhanced, General => Premium, Enhanced => Premium, or Billing General to Billing Enhanced). Functionality upgrades are performed in two steps. For the OTM core, first the base with 50 sets is upgraded, then the sets expansions are upgraded. This is pertinent only to an end user licence type since the distributor dongle is preset at 50,000 sets. For the OTM Billing level, first the base with 50 RUs is upgraded, then the remaining RUs are upgraded. OTM Billing upgrades are pertinent to both end user and distributor licenses.

Step 1: For end user licences only, upgrade the server to the appropriate level of OTM functionality (i.e., General, Enhanced, or Premium). Note that this functionality upgrade resets the number of sets to 50. Codes indicated in step 2 are used to migrate the remaining sets.

Table 25 - OTM 1.x Order Codes – OTM Server upgrades –Server Based Pricing –End User License only

Order Code*	Description	New Dongle Provided
NTTL11AA	OTM 1.X General to Enhanced Server, 50 sets	No
NTTL11BA	OTM 1.X General to Premium Server, 50 sets	No
NTTL11CA	OTM 1.X Enhanced to Premium Server, 50 sets	No

* - the codes in this table have not changed from those used for OTM 1.0, OTM 1.01, or OTM 1.1.

Step 2: For end user licences only, upgrade expansion packages for all of the sets that are being managed by the OTM server.

- The number should equal the number of sets that are currently being managed by the server.

- Choose as many of the following codes as are required to add up to the correct number of sets.

- NTTL12/13/14s cannot be ordered separately. A new keycode enabling this level of functionality is provided as part of the NTTL11xx series of codes.

Table 26 - OTM 1.x Order Codes – OTM set expansion upgrades –Server Based Pricing – End User License only

Order Code*	Description	New Dongle Provided
NTTL12AA	OTM1.X General to Enhanced, 50 sets expansion	No
NTTL12BA	OTM1.X General to Enhanced, 250 sets expansion	No
NTTL12CA	OTM1.X General to Enhanced, 1000 sets expansion	No
NTTL12DA	OTM1.X General to Enhanced, 5000 sets expansion	No
NTTL13AA	OTM1.X General to Premium, 50 sets expansion	No
NTTL13BA	OTM1.X General to Premium, 250 sets expansion	No
NTTL13CA	OTM1.X General to Premium, 1000 sets expansion	No
NTTL13DA	OTM1.X General to Premium, 5000 sets expansion	No
NTTL14AA	OTM1.X Enhanced to Premium, 50 sets expansion	No
NTTL14BA	OTM1.X Enhanced to Premium, 250 sets expansion	No
NTTL14CA	OTM1.X Enhanced to Premium, 1000 sets expansion	No
NTTL14DA	OTM1.X Enhanced to Premium, 5000 sets expansion	No

* - the codes in this table have not changed from those used for OTM 1.0, OTM 1.01, or OTM 1.1.

Step 3: For end user and distributor licences, if required, upgrade billing to the new level, Billing Enhanced. Note that this functionality upgrade resets the number of RUs to 50. Codes indicated in step 4 are used to migrate the remaining RUs.

Table 27 - OTM 1.2 Order Codes – OTM Billing upgrade

Order Code*	Description	New Dongle Provided
NTTL15BA	OTM 1.2 Billing General to Billing Enhanced, 50 RUs	No

* - the code in this table is introduced with OTM 1.2.

Step 4: For end user and distributor licences, upgrade the remaining RUs from Billing General to Billing Enhanced level.

- The number should equal the number of RUs that are currently being managed by the server.
- Choose as many of the following codes as are required to add up to the correct number of RUs.

Table 28 - OTM 1.2 Order Codes – OTM Billing RU expansion upgrades

Order Code*	Description	New Dongle Provided
NTTL16GA	OTM 1.2 Billing General to Billing Enhanced, 50 RU expansion	No
NTTL16AA	OTM 1.2 Billing General to Billing Enhanced, 250 RU expansion	No

NTTL16BA	OTM 1.2 Billing General to Billing Enhanced, 1000 RU expansion	No
NTTL16CA	OTM 1.2 Billing General to Billing Enhanced, 5000 RU expansion	No
NTTL16DA	OTM 1.2 Billing General to Billing Enhanced, 10000 RU expansion	No
NTTL16EA	OTM 1.2 Billing General to Billing Enhanced, 50000 RU expansion	No

* - the codes in this table are introduced with OTM 1.2.

Step 5: Further upgrades can now be done.

- If it is desired to also increase the number of sets required. This can now be done by simply ordering more sets within the new package level.
- Order additional (Windows) clients as required.

10.9 Distributor Licence Expansions

Additional dongles of the same serial number may by purchased against distributor dongles only.

Order the number of additional dongles required using a combination of the following codes. The additional dongles are provided against an existing serial number, and this serial number must be identified when ordering these codes.

Table 29 - OTM 1.x Order Codes – Additional Distributor Dongles – Distributor License only

Order Code*	Description	New Dongle Provided
NTTL31AA	5 Additional Distributor Dongles – General Server, 50,000 sets	Yes – under existing serial number.
NTTL31BA	50 Additional Distributor Dongles – General Server, 50,000 sets	Yes – under existing serial number.
NTTL31CA	500 Additional Distributor Dongles – General Server, 50,000 sets	Yes – under existing serial number.
NTTL31DA	5000 Additional Distributor Dongles – General Server, 50,000 sets	Yes – under existing serial number.
NTTL32AA	5 Additional Distributor Dongles – Enhanced Server, 50,000 sets	Yes – under existing serial number.
NTTL32BA	50 Additional Distributor Dongles – Enhanced Server, 50,000 sets	Yes – under existing serial number.
NTTL32CA	500 Additional Distributor Dongles – Enhanced Server, 50,000 sets	Yes – under existing serial number.
NTTL32DA	5000 Additional Distributor Dongles – Enhanced Server, 50,000 sets	Yes – under existing serial number.
NTTL33AA	5 Additional Distributor Dongles – Premium Server, 50,000 sets	Yes – under existing serial number.

NTTL33BA	50 Additional Distributor Dongles – Premium Server, 50,000 sets	Yes – under existing serial number.
NTTL33CA	500 Additional Distributor Dongles – Premium Server, 50,000 sets	Yes – under existing serial number.
NTTL33DA	5000 Additional Distributor Dongles – Premium Server, 50,000 sets	Yes – under existing serial number.

* - the codes in this table have not changed from those used for OTM 1.01 or OTM 1.1, but will provide OTM 1.2 software for a distributor dongle following a given release date to be announced through a product bulletin.

10.10 Miscellaneous items

Following are the items that can be separately ordered with OTM 1.2.

Table 30 - OTM 1.2 Order Codes - Miscellaneous Items

Order Code*	Description
P0986984	OTM 1.2 Installation and Engineering Guide - English
P0986985	OTM 1.2 User Guide - English
P0986986	OTM 1.2 Telemanagement User Guide – English
NT8R58BD	OTM 1.2 Documentation CD
NT8R58AD	OTM 1.2 Software CD
NTZK52BA	MDR 2000 CDR 128 Kb (117vac / 60 Hz) Buffer Box
NTZK52CA	MDR 2000 CDR 512 Kb (117vac / 60 Hz) Buffer Box
NTZK52DA	MDR 2000 CDR 2 Mb (117vac / 60 Hz) Buffer Box
P0833802	MDR 2000 Reference Guide
NTZK52FA	MDR 2000 CDR 128 Kb (230vac / 50 Hz) Buffer Box
NTZK52GA	MDR 2000 CDR 512 Kb (230vac / 50 Hz) Buffer Box
NTZK52HA	MDR 2000 CDR 2 Mb (230vac / 50 Hz) Buffer Box
NTZK52JA	MDR 2000e CDR Unit IP Comm 512 kb (117/60Hz)
NTZK52KA	MDR 2000e CDR Unit IP Comm 2 Mb (117/60Hz)
NTZK52LA	MDR 2000e CDR Unit IP Comm 4 Mb (117/60Hz)
NTZK52MA	MDR 2000e CDR Unit IP Comm 512 kb (230/50Hz)
NTZK52NA	MDR 2000e CDR Unit IP Comm 2 Mb (230/50Hz)
NTZK52PA	MDR 2000e CDR Unit IP Comm 4 Mb (230/50Hz)
P0943055	MDR 2000e Buffer Box Reference Guide

* - the MDR2000 set of codes in this table have not changed from those used in OTM 1.0, OTM 1.01 or OTM 1.1. MDR2000e codes are introduced with OTM 1.2

10.11 Service and Support

OTM (Optivity Telephony Manager) is an evolution in telephony management moving towards a unified solution for network management.

The move toward a unified approach to network management and more network functionality results in an increased complexity of network design and product installation and configuration.

Nortel recognizes this trend and offers optional services from qualified suppliers to ease in the transition to unified solutions.

Services are offered as optional choices to allow our customers to get efficient, high quality installations to ensure that our customers enjoy the full benefits and functionality of OTM.

Nortel has partnered with third-party Professional Service Providers in order that Nortel can offer Authorized services for OTM in:

- Pre-Engineering and network design
- Implementation Services
- Help Desk support

Nortel has chosen initially two third-party Professional Service providers: MDR Technologies Inc. and Teltronics Inc.

Prior to ordering one of the services, the customer must have purchased on OTM package (either general, enhanced, or premium level). The customer must also buy at least the minimum recommended number of service blocks for that package as defined in the tables in this section.

To determine the quantity of the specific code to order, please read the following sections.

Table 31 - OTM 1.1 Order Codes - Services

Order Code*	Description
SV000408 (A0806327)	MDR Pre-Engineering Services
SV000396 (A0796516)	MDR Implementation Services
SV000398 (A0796518)	MDR Help Desk Services
SV000407 (A0806326)	Teltronics Pre-Engineering Services
SV000395 (A0796515)	Teltronics Implementation Services
SV000409 (A0806328)	Teltronics Help Desk Services

* - the codes in this table have not changed from those used for OTM 1.0 and OTM 1.01.

10.11.1 Pre-Engineering

Pre-Engineering services are sold in basic building blocks that allow you to obtain the adequate amount of service for your network. The standard block of pre-engineering service is defined as 4 hours of service to provide the technical resources to aid in determining the following:

- Network requirements
- Hardware requirements
- Network Management
- Data Communications and LAN Skills
- TCP/IP Networking
- Provide reports for recommendations or approval of customers network c/w acceptance sign-offs

These services are typically performed prior to any onsite services covered by implementation and help desk services.

Table 32 - Pre-Engineering

	Stand-alone	**Network ≤ 12 elements**	**Network > 12 elements**
OTM Premium	1	2	6*
OTM Enhanced	1	2	6*
OTM General	1	2	6*

Note: Numbers in the above matrix represent recommended multiples of the basic service block for Pre-engineering (4 hours). * - includes one block for travel

This is a mandatory component of a Network implementation services package for networks with over 12 elements. An element is defined as any item on the network: PBX, OTM server, OTM client, OTM Access Server, other application server, etc.

10.11.2 Implementation

Implementation services are sold in basic building blocks that allow you to obtain the adequate amount of service for your network. The standard block of implementation service is defined as 4 hours of service to provide the technical resources to perform the services for the following:

- Installation
- Configuration
- On-site Instruction
- Validation
- Provide reports for acceptance of services completed

The Billing General blocks are ordered over and above the OTM core level quantity (General, Enhanced, or Premium).

Customers who order either Implementation or Help Desk services from one of the 3rd party professional services suppliers (MDR or Teltronics) have a new level of service blocks coinciding with the Billing Enhanced level. Customers with Billing Enhanced who order the Implementation Service need to configure 6 blocks of the service. Customers with Billing Enhanced who order the Implementation Service + Help Desk Service need to configure a total of 11 blocks of service (equivalent to 6 for Implementation and 5 for Help Desk).

The Implementation Service for Billing Enhanced customers covers setting up the import function of GCAS and the onsite instruction on both new modules (GCAS and CRS). Setting up the import for a new type of data not currently covered in the standard product is not covered under this fee structure and must be ordered separately directly from the service provider.

Any requirement for customisation work: e.g. if the customer wants to import a new type of data, is not covered in the blocks indicated herein. These would be considered additional services which would be negotiated for directly with the service provider.

Third-party Professional Service Providers will supply technical resources to perform the following typical tasks/activities:

- Pre installation milestones
- Installation of OTM or MAT programs (modules) on customers PCs
- Configuration of OTM/MAT on customers networks
- Configuration of OTM with customers telephony equipment
- Validation of connectivity to customers equipment
- Certificate/report on successful commissioning c/w customer acceptance

Third-party professional service providers will supply technical resources and certified courseware to provide:

- Detailed instruction in the configuration and use of main OTM modules: Common Services (Navigator, Directory Editor), Station Administration, Traffic Analysis, Telecom Billing System
- Overview instruction on remaining OTM modules: ESN, Alarm Management, Maintenance Windows, and Call Tracking

Note: Instruction on the use of OTM is not intended to replace the comprehensive training courses provided by Nortel Networks training. For details on OTM training courses, please contact Nortel Networks Training.

Table 33 - Implementation

	OTM Server
OTM Premium	7*
OTM Enhanced	6*

OTM General	5*
Billing Enhanced (GCAS, CRS)	6
Billing General (TBS)	4

Note: numbers in the above matrix represent recommended multiples of the basic service block for Implementation Services (4 hours). * includes one block for travel.

- Guidelines for ordering additional service blocks
- Implementation services are based on one OTM server complete with one PBX (system)
- For every 3 additional PBX systems add one additional service block.
- For every 3 additional OTM clients add one additional service block
- For installations with over 12 elements (PBX systems) the pre-engineering service is a mandatory prerequisite for purchasing Implementation Services

If additional clients are at remote site(s) from server implementation site, additional travel costs are considered extra costs and will be quoted by the service provider.

10.11.3 Help Desk

The Help desk services are offered as additional/supplemental services to customers who have purchased Implementation services from the 3rd party professional service providers. These services are once again sold in standard blocks that allow you to purchase the level of support required to super the package of OTM that was purchased.

The Help Desk services package is offered:

- Only in conjunction with Implementation Services
- With an original term for one year
- With cost a function of package type (see matrix below)
- To typically address “how to” questions vs. “it’s doesn’t work”

Table 34 – Help Desk

	Help Desk Service Blocks
OTM Premium	8
OTM Enhanced	6
OTM General	3
Billing Enhanced (GCAS, CRS)	5
Billing General (TBS)	3

Numbers in the above matrix represent recommended multiples of the basic service block for Help Desk Services

Notes:

- Help Desk services are only offered in conjunction with Implementation Services package
- The purchase of Help desk services entitles the purchaser for one year of help desk service
- Help Desk services are not intended to replace or eliminate the standard Nortel GCCS support chain but rather to supplement it. Help Desk services typically addresses the "how to" questions and other questions should follow the standard escalation process set up with GCCS.

11 Rate Table Service

Important Note: Rate tables provided with OTM are “sample” rate tables. They are not current and should not be assumed to cost calls correctly for a particular Customer’s location and carrier choices. As current rate table updates are obtained from sources such as MDR, consideration should be given to purchasing current rate tables from them at the time of the initial OTM sale. Also, in many cases, there can be requirements for local carrier long distance rate tables, which are not included with OTM “sample” rate tables. When purchasing rate tables, ensure that local long distance rate requirements are discussed.

Nortel has introduced in our ordering catalogue the ability to purchase third-party rate tables from certified/authorized professionals. Distributors may order third-party (MDR) rate tables through the Nortel catalogue at the time of OTM purchase. Once the customer’s initial rate tables are set up, they will need to be updated periodically.

This service is being provided to you via two options:

Option 1: Web Users:

- Within two (2) business days, an account will be established for you at the following Web address: www.mdrservices.com under OTMRatesNA, for retrieval of your rate tables. Your OTM Serial Number is your “Login ID” and your OTM Keycode is your “Password”. You will need to follow the on-line prompts to download your rates.
- You will need to have your area code and prefix, local carrier, your inter-state carrier and service plan information for each site for which you have purchased rate tables.
- If after seven (7) business days you still do not have access to your rate tables, please call the following numbers:
    - 1-877-676-4250 within the USA
    - 1-800-563-6646 within Canada

Option 2: Non Web Users:

- Please call 1-877-676-4250 (within the USA) or 1-800-563-6646 (within Canada) between the hours of 8:30 am - 8:00 pm (EST).
- You need to provide the following information:
    - NTI Order Number
    - OTM Serial Number
    - OTM Keycode
- You will need to have your area code and prefix, local carrier, your inter-state carrier and service plan information for each site for which you have purchased rate tables.
- Your rates will be sent to you on CD within seven (7) business days. The customer information will be entered into the database for quarterly distribution of rate tables.

Table 35 - Services and Support

Order Code*	Description
SV000397 (A0796517)	OTM Rate Tables for North America – MDR
SV 000411 (A0810771)	OTM Rate Tables General for Europe – MDR
SV000412 (A0810773)	OTM Rate Tables Enhanced for Europe - MDR

There are two levels of rate tables for European customers as per the table above. The General level includes Location Book for the home country and rate tables for the incumbent carrier only (i.e. the Telco or PTT in Europe). The General level includes 2 updates per year, every 6 months. The Enhanced level includes location book for home country and rate tables for the incumbent carrier, plus at least two major alternate operators or carriers. The Enhanced level includes 12 updates per year, monthly.

To determine the number of rate table to order in Europe, the rate structure is city code based, so one set or rate tables is requires for every city in which a PBX resides.

12 Inventory Management

12.1 Managing Transitions to OTM 1.1

Customers who are currently using MAT can continue to do so. The MAT 6.67 product will continue to be sold and supported by Nortel Networks concurrently with OTM 1.1. Details of MAT product retirement are included in Product Bulletin PB2001-007.

Transition from MAT to OTM product is accomplished via a set of migration product codes detailed above. This migration is similar in price to what customers are accustomed to within the MAT product line.

Upgrades from OTM 1.0 to OTM 1.01 will be accomplished by the ordering of upgrade package NTTL24AA. No new keycode will be required.

Upgrades from OTM 1.0 and OTM 1.01 to OTM 1.1 retain the OTM dongle.

Customer on Releases of MAT prior to 6.67.07 must first upgrade to this level prior to moving to OTM 1.2, or install OTM 1.2 as a new installation.

Product bulletin 2001-085 details upgrade paths for customers on MAT releases prior to 6.67.07. The following codes will provide both the MAT 6.6 software AND the OTM software. This is a two step migration path since direct migration from anything prior to MAT 6.67.07 to OTM 1.2 is NOT supported. Customers must first migrate their PC to MAT 6.6 (6.67.07 will be shipped), then move from MAT 6.67.07 to OTM 1.2.

Customers on MAT releases prior to MAT 6.67.07 must order one of the following OTM 1.2 applicable codes. All other codes for the move to OTM 1.2 remain in effect and ordering rules are the same as that for those codes with NTTL08AC, BC, or CC.

MAT 5.x or 6.x upgrade to OTM 1.2 General Server license 50 sets NTTL08DC

MAT 5.x or 6.x upgrade to OTM 1.2 Enhanced Server license 50 sets NTTL08EC

MAT 5.x or 6.x upgrade to OTM 1.2 Premium Server license 50 sets NTTL08FC

12.2 Inventory requirements

OTM software is intended to be a custom ordered product and as such is not generally a stockable item. Each OTM order needs to be developed with a view to the actual system or network planned to be managed.

The only exception to this is several merchandise items that are sold as part of the OTM product portfolio. These include such items as MDR2000 buffer boxes used for local storage of CDR files, hard copy product documentation, and replacement software and documentation CDs. These can be stocked if desired and deployed as the need arises. Since the order fulfilment time on these items is relatively short it is not necessary to keep significant quantities of stock on hand.

13 Meridian 1 Electronic Software Distribution (M1 ESD)

Product bulletin 2001-041, dated June 26, 2001 announces the new software distribution site.

PEPs and/or Service Updates (consolidating more than one PEP) will be provided on the new Electronic Software Download site at:

www.nortelnetworks.com

Customer Support Home

Software Distribution

Optivity Telephony Manager (OTM)

Please ensure that you visit this site prior to loading your software for any PEPs or Service Updates that may be pertinent to your installation.

14 Last page of this document

Enterprise Solutions

Optivity Telephony Manager
Release 1.2

Order Management and Logistics
Information Package

© 2002 Northern Telecom
All rights reserved.
Information subject to change
without notice.

Feb 2002